

Service Packages Overview

A Portfolio Of Service Options To Meet Your iSOC System Needs

Prioritized Access To DVTel's World-Class Technical Support Group

DVTel offers round-the-clock technical support and diagnostic services. Technical support representatives are available to assist all certified VAR personnel authorized by the End User to perform technical repairs, installation, and upgrades to the products and systems.

Prioritized Advanced Remote Troubleshooting

DVTel offers Remote Access Support via a range of standard IT support tools. The remote support includes: diagnostics, system corrections, software installations, and / or upgrades as required. Authorized access to the customer's servers and workstations is required for remote access capabilities to be enabled. Arrangements can be made between DVTel and the End User for compliance with IT policies and procedures including, but not limited to, the signing of legal documentation defining the liabilities of each party upon a security breach over the remote connection and / or installation of dedicated network security devices within the local DVTel Support office for connection with the End User site.



Scheduled On-Site System Review Sessions

As a part of the Platinum Service Program, DVTel will hold one System Review Sessions at the End User location and one remotely from DVTel Offices. These sessions will focus on assessing the current implementation of the iSOC Security System in light of documented best practices and implementing performance-enhancing alterations as required.

Single Point of Contact Within DVTel Account Management

As a part of the Platinum Service Program, DVTel will provide a single point of contact (SPOC) within its Account Management division to assist the VAR and End User through all stages of the project lifecycle from project award through system commissioning and sign-off. This representative will serve as the repository for all project requirements and timelines, providing such services as: manufacturer representation on project conference calls, tracking of DVTel development and customization efforts vis-à-vis Gantt charts, and scheduling of on-site system commissioning and training services as required.

Software Version Upgrades

Active members of DVTel's customer base enrolled in a Service Level Agreement receive ready access to the latest in IP Video Surveillance through free software for upgrades of the iSOC platform. This offering enables SLA customers to move beyond the general fixes and basic enhancements provided in service packs and hot fixes, benefiting from the architecture improvements and enhanced functionality provided with each new release of iSOC software.

DVTel offers two tiers of service packages: Gold and Platinum. While there are no strict requirements regarding the customer profile a given package has been developed for, general guidelines for choosing the most appropriate fit are as follows:

Gold Service Level

- Includes prioritized access to Technical Support (8am-8pm ET, Mon.-Fri.) with an average callback time of four hours
- Includes basic Remote Access availability (8am-8pm ET, Mon.-Fri.) for customers allowing remote connectivity to their security system
- Includes access to DVTel's Customer Support Portal
- Includes free software and firmware for version upgrades
- Allows for advance RMA processing of in-warranty hardware

Platinum Service Level

- DVTel's most advanced SLA offering, providing all of the benefits of the Gold tier plus more
- Includes the highest-priority, 24x7 access to DVTel Technical Support for system failures with an average callback time of one hour
- Includes a twice-annual System Review Session
- Includes a dedicated Account Manager for all logistical concerns
- Includes access to DVTel's Customer Support Portal
- Includes free software and firmware for version upgrades
- Allows for advance RMA processing of in-warranty hardware